

ANNAPOLIS VALLEY REGIONAL LIBRARY

Job Description

Job Title

Executive Assistant

Classification

Salary Band 5

Reports to

Chief Executive Officer

SUMMARY OF JOB

Under the direction of the Chief Executive Officer, is responsible for providing administrative support to the Senior Management Team, to ensure the smooth and efficient operation of the Executive and Administrative functions.

DUTIES

General Administration

- preparing bank deposits, coding invoices, liaising with finance department
- answering questions from staff and members of the public
- assisting management staff with projects or tasks as needed
- follow-up on administrative items such as contracts, invoices, bookings, purchasing office supplies

Human Resources

- liaising with payroll/benefits/pension companies
- entering or modifying data employee data, answering employee questions, arranging for support

Fundraising

- donor management, including records, communications, and receipts
- administration of the Canada Helps donation platform
- Liaising with external groups as needed (Friends of Library, etc)

Library Board

- preparing board packages, minutes, communications
- supports CEO in preparing for or following up on meetings and action items

EDUCATION

Completion of a post secondary course of study or equivalent education and experience.

EXPERIENCE

4-6 years. This is a complex position requiring excellent attention to detail and superior interpersonal skills.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Communication

- Practices conversation as a valuable means of exploring ideas and making sense together
- Communicates effectively using a variety of methods
- Communicates effectively with a variety of audiences and individuals from diverse backgrounds
- Selects and applies the most appropriate and effective communication skills to meet situational needs

Collaborative Relations

- Develops and maintains healthy relationships with others to achieve common goals
- Works collaboratively in teams or groups
- Demonstrates an aptitude for collective problem solving
- Practices informal leadership
- Employs effective strategies to manage organizational politics, conflict, and difficult co-worker behaviours

Learning and Mindset

- Pursues a commitment to self-directed learning
- Manages the ongoing development of competencies and the advancement of one's career
- Anticipates and adapts to change with a sense of optimism and opportunity
- Pursues creative and innovative approaches to library service

Ethics and Values

- Demonstrates an active commitment to service that guides work performance
- Understands and acts in accordance with professional values and ethics of library service
- Demonstrate a strong work ethic and personal accountability
- Demonstrates loyalty and commitment to the organization

Laws, Policies, and Procedures

- Enforces the library's policies and procedures in the supervision of public service

Public Library Sector

- Understand the framework for public library service in Nova Scotia
- Identifies and builds relationships with key players in Nova Scotia's public library sector

Municipal Relations

- Cultivates a good working relationship with municipal staff

Organizational Leadership

- Provides effective leadership of staff
- Contributes to effective decision making regarding library services and resources
- Manages meetings to optimize information sharing and decision making
- Designs and facilitates effective and participative group processes

Customer Service Champion

- Manages the library environment to enhance the user experience
- Applies and models customer service skills to enhance the level of user satisfaction
- Applies effective techniques to address difficult situations with users
- Contributes effectively to the development and evaluation of standards and practices for the delivery of quality service

Service/Department Oversight

- Understands the operations of the service or department
- Manages in the efficiency and effectiveness of the service or department
- Connects the work of the service or department with the organization's decision-making processes

Customer Service

- Provides assistance to library users in a manner that is warm, welcoming, and respectful
- Facilitates requests for information and provides accurate and appropriate answers
- Demonstrates comfort in assisting library users with disabilities and accommodating special needs
- Demonstrates a good working knowledge of the full range of programs and services offered by the library
- Provides informal instruction and assistance to build skills of library users
- Demonstrates comfort in assisting users with the library's public access technology, peripherals, devices, and networks
- Demonstrates comfort in assisting users with personal portable devices
- Connects patrons of all ages with resources that encourage reading

Community Relations

- Understands and supports community resilience and well-being
- Forms strategic partnerships with community organizations

Basic Computer Literacy

- Performs basic functions of e-mail applications
- Performs basic calendar operations and task management
- Understands and uses basic computer hardware and peripherals
- Understands and performs basic operating system functions

- Understands and performs basic functions and tasks of common software programs
- Performs basic printing operations from common applications
- Demonstrates beginner-level proficiency with word processing programs
- Demonstrates beginner-level proficiency with spreadsheet programs
- Demonstrates beginner level proficiency with mobile devices

Intermediate Technology

- Demonstrates a general understanding of all the technologies utilized by the library: e.g. catalogue, website, social media, etc.
- Understands and uses the Internet and web based applications
- Performs basic information searches
- Understands common security protocols related to Internet use
- Understands and uses common social media tools
- Uses technology to share information, communicate, and collaborate

Software Proficiency

- Demonstrates advanced proficiency with e-mail programs
- Demonstrates advanced proficiency with word processing programs
- Demonstrates advanced proficiency with spreadsheet programs
- Demonstrates intermediate to advanced proficiency with presentation programs
- Demonstrates familiarity and beginner-level proficiency with document management programs
- Demonstrates familiarity and beginner-level proficiency with web-based office applications for online collaboration
- Demonstrates beginner-level proficiency with database applications